

CHAPTER 12

BENEFICIARY AND PROVIDER SERVICES

SECTION	SUBJECT
1	MARKETING AND EDUCATION REQUIREMENTS
	1.0. Marketing And Education Materials Requirements
	2.0. Approval of Marketing And Education Materials
	3.0. Required Educational Materials
	4.0. Dissemination Of Information
	5.0. MKEC Interface Requirements
	6.0. Ordering Marketing And Education Materials
2	BENEFICIARY EDUCATION
	1.0. Education Requirements
	2.0. Approval Of Beneficiary Education Materials
	3.0. Beneficiary Surveys
3	TRICARE SERVICE CENTERS
	1.0. Location And Operations
	2.0. TRICARE Service Center Functions
4	BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS
	1.0. General
	2.0. Beneficiary Relations
	3.0. Congressional And HBA Relations
	4.0. Special HBA Meetings
5	INQUIRY SERVICES DEPARTMENT - GENERAL
	1.0. Inquiry Service Department Objectives
	2.0. Written Inquiries
	3.0. Telephones
	4.0. Walk-In Inquiries
	5.0. Training Of Service Representatives
6	CORRESPONDENCE CONTROL, PROCESSING AND APPRAISAL
	1.0. General
	2.0. Control
	3.0. Categories Of Correspondence
	4.0. Routine Correspondence
	5.0. Priority Correspondence
	6.0. Correspondence Completion And Quality Control
	7.0. Required Reports

SECTION	SUBJECT
7	TELEPHONE INQUIRIES 1.0. Telephone System 2.0. Responsiveness 3.0. Requirements 4.0. Reports 5.0. Telephone Appraisal System
8	ALLOWABLE CHARGE REVIEWS (INCLUDES DRGs) 1.0. General 2.0. Allowable Charge Review Criteria 3.0. Excess Charges Billed In Participating Provider Claim Cases 4.0. CHAMPUS Maximum Allowable Charge System 5.0. DRG Reviews
9	GRIEVANCES AND GRIEVANCE PROCESSING 1.0. Grievance Processing Jurisdiction 2.0. Grievance System 3.0. Contractor Responsibilities
10	COLLECTION ACTIONS AGAINST BENEFICIARIES 1.0. General 2.0. Debt Collection Assistance program Intervention Actions 3.0. Responsibilities
ADDENDUM A	TRICARE LOGO FIGURE 12-A-1 General Information And Guidelines For The Use Of The National TRICARE Logo FIGURE 12-A-2 Marketing And Education Contractor Responsibilities For Coordination And Interface With Contractor(s) FIGURE 12-A-3 Marketing And Education Contractor Responsibilities For Coordination And Interface With OCONUS Regional Directors